



## IOWA TELECOMMUNICATIONS AND TECHNOLOGY COMMISSION

Richard L. Bruner  
CHAIR

Timothy L. Lapointe  
Kelly Dolan Lange

Robert F. Holz  
Robert von Wolffrad

Mary Mosiman

Philip Groner, Executive Director

Governor Kim Reynolds

Lt. Governor Adam Gregg

### **Iowa Telecommunications & Technology Commission**

**Grimes State Office Building, 1st Floor**

**400 E. 14th Street, Des Moines, IA 50319**

**FINAL**

**November 15, 2018**

To ensure the most efficient use of State resources, the November 15, 2018 ITTC meeting was held via video conference pursuant to Iowa Code section 21.8. A video conference also ensured that more Commissioners were able to participate in the meeting and reduced the risk of delays caused by weather or other impediments to travel. The meeting was accessible to members of the public through attendance at the Grimes State Office Building.

- **Roll Call:**

- **Commissioners Present:**

- Richard Bruner, Chair (on-site)
    - Bob Holz, Member (on-site)
    - Timothy Lapointe, Member (Lightspeed Plus video)
    - Mary Mosiman, Ex-Officio Member (on-site)
    - Robert von Wolffrad, Ex-Officio Member (Lightspeed Plus Phone)

- **Commissioners Absent:**

- Kelly Dolan Lange, Member

- **Iowa Communications Network Staff Present:**

- Phil Groner, Executive Director
    - Deb Evans, Agency Division Administrator, Chief Financial Officer (CFO)
    - Mark Johnson, Carrier Services Division Administrator, Chief Operating Officer (COO)
    - Randy Goddard, Business Services Bureau Manager
    - Scott Pappan, Engineering/Operations Bureau Manager
    - Ryan Mulhall, Network Services Bureau Manager
    - Dave Marley, Field Services Officer
    - Lori Larsen, Executive Officer 2
    - Jontell Harris, Executive Officer 2 (Recorder)
    - Karen Alessio, Secretary 2 (Lightspeed Plus video)

- **Guest Attendees:**

- Alan Nagel, Attorney General's Office
    - Ray Warner, Aureon
    - Sean Corey, CenturyLink
    - Adam Broich, Legislative Services Agency (LSA)

- **Call to Order:**

- Chair Bruner called the meeting to order at 10:30 AM. It was noted that a quorum of members was not present for the meeting.

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- **Approval of the September 18, 2018 Special Meeting Minutes:**

- Chair Bruner requested to table the September 18, 2018 Special Meeting Minutes until the December 20, 2018 ITTC meeting.

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- **New Business:**

- **Agency Updates**

- **Agency Division Update – Deb Evans**

- 911 Project Progress:
  - Orders have been placed to strengthen our two data center locations by providing building entry and diverse path redundancy.
  - Orders have been submitted for the following:
    - To establish colocation at two ICN centers for two Homeland Security and Emergency Management (HSEMD) contractors.
    - For administrative circuits into both ICN colocation centers for HSEMD contractors.
    - For multiple circuits to support the vendor's hosted solution at Marshalltown, Hancock County, Fairfield, and Montezuma.
- Healthcare:
  - The Cyber Roadshows have been completed. The shows were comprised of half day sessions in Council Bluffs, Cedar Rapids, Iowa City, Clear Lake, and Des Moines.
  - New installs have been completed at Compass Memorial and Graettinger Family Practice Clinic.
  - Six sites have chosen to increase bandwidth for either internet or Ethernet services.
- Education:
  - New circuits have been installed for the University of Northern Iowa (UNI) and University of Iowa (U of I).
  - Requests for increased bandwidth have been received for multiple outstate sites for Maharishi University and Iowa Public Radio (IPR).

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- Seven educational customers were added to LightSpeed Plus video service.
- Distributed Denial of Service (DDoS) services have been delivered to Upper Iowa University.
- Additional Updates:
  - New orders have been received for Managed Voice Service (MVS) for three Department of Human Services (DHS) Child Support Recovery Units outstate offices.
  - ICN has submitted all orders to CenturyLink (CTL) to encrypt all phones. Scheduling for cutovers is currently taking place. CTL put a rush on an order to encrypt the Secretary of State's (SOS) phones prior to the election.
  - The Managed Wireless RFP should be out toward the end of November.
  - After extending the Centralized Automatic Message Accounting (CAMA) Trunk RFP, the new due date is Monday, November 19, 2018.

### COMMENTS:

*Chair Bruner: I did attend the Cyber presentation in Clear Lake. It was very professionally done. I felt really good about being a member of the team. They did a really good job, Ryan Mulhall especially. The focus was on Healthcare so majority of the attendees were Healthcare providers or from local hospitals or clinics. I think that we got the message out and the word will get around within the Healthcare industry that we have product that appears to be reasonably priced.*

### ■ Financial Report – Mike Cruise

- Monthly Revenues and Expenses:
  - The month of October resulted in an operating margin of -\$808,080.65 or -32.15%. This is unfavorable compared to the budget of -\$139,050.46.
  - Revenue is above budget by \$119,000.
  - Direct expenses are above budget \$267,000.
  - Allocated indirect expenses are a combined \$379,000 unfavorable.
  - Payroll and Travel combined is \$29,000 unfavorable to the budget.
  - The equipment expense \$113,000 is unfavorable to the budget.
  - In relation to the direct expenses, \$191,000 of the amount was for prior year MVS. \$26,000 was security that was budgeted to the operating expense.
  - There was an increase in expense for outside plant due to fiber cuts.
  - Operating expenses have increased due to an increase in equipment, maintenance support, licenses such as Microsoft and ServiceNow.
  - An adjustment was made to the utility bill for the prior year for Joint Forces Headquarters (JFHQ).
  - The G&A expense was back billed for engineering temporary staff and Calero.
  - Equipment and batteries for the Power upgrade was \$61,000.
- Year-to-Date Revenues and Expenses:

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- The October year-to-date margin was -\$1,517,921.83, unfavorable to the budgeted margin of -\$1,248,480.84.
  - The gross margin was favorable by \$229,000.
  - Negative factors include G&A was unfavorable by \$156,000 and equipment by \$530,000.
  - G&A equipment expense is \$73,000 over budget and the Calero was intended to have work done in Fiscal Year (FY) 2018.
- October Comparison to FY 2018:
    - The operating margin for October FY 2019 is \$36,000 unfavorable to October FY 2018.
    - Revenue was down by \$40,000.
    - Direct expenses were favorable \$109,000.
    - Operating expenses were unfavorable \$213,000.
    - Payroll and expenses were favorable by \$65,000.
  - Year-to-Date Comparison to FY 2018:
    - The October year-to-date margin was -\$1,517,921.83, which is \$215,000 favorable to the FY 2018 margin of -\$1,733,126.36.
    - Operating expenses have decreased by \$622,000.
    - Payroll expenses have decreased by \$229,000.
    - The ICN has completed the exercise of cost savings and negotiations on ServiceNow licensing.
    - No unusual issues to report.

### COMMENTS:

NONE.

#### ■ ICN Annual Report – Lori Larsen

The FY 2018 Annual Report has been completed. Throughout the report information is highlighted related to services and agency initiatives. Highlights include partnering with HSEMD to provide the private and secure network for 911 wireline calls, enhancing the ICN video product, the launch of the customer online service portal as well as the Statewide Youth Broadband Advisory Council (SYBAC). The Annual Report also provides a look at the FY 2019 initiatives such as implementing a new billing system, the Core and Power upgrades as well as working with the Iowa Hospital Association (IHA) to replace equipment for their redundancy initiative. The report also includes an agency overview, information about services as well as a section on financials to include charts and reports. The report is due by the end of November.

### COMMENTS:

*Chair Bruner: This report is required by statute?*

*Lori Larsen: Yes, it is.*

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*Chair Bruner: Lori and her team do an excellent job of putting this report together. It looks good.*

- **ICN Carrier Updates**

- **Network Services Update – Ryan Mulhall**

ICN recently completed a round of customer portal enhancements. No issues have been reported. The enhancements will have direct impact on customers and how they use the portal - making it easier to order services, get information about services, submit incidents and interact with the ICN. Naming changes have been implemented for some services. The “Jekard portal” has been changed to the “ICN Service Portal”. Roadmapping is now taking place for ServiceNow and the continuation of digital transformation and automation initiatives. ICN will continue working on workflow, process automation as well as performance analytics and Key Performance Indicators (KPIs) with the vendor – INRY, formerly IntegRhythm.

ICN provided resources to the SOS office in support of the mid-term elections. The ICN instituted a Move Add and Change (MAC) freeze and provided additional operations and security personnel at the State Emergency Operations Center that were on call throughout the day and night for site monitoring along with staff from the SOS office, state and federal HSEMD, Office of the Chief Information Officer (OCIO) and the Department of Public Safety (DPS). No significant events occurred.

The Cyber Security roadshows have been completed. The last show took place in Council Bluffs. The roadshows had a total of 40 attendees. Ryan Mulhall was pleased with the turnout for the shows, the networking as well the ability to meet face-to-face and have discussions with healthcare customers. Mulhall credited the managed services partners LightEdge, Pratum and Fortinet. Mulhall also thanked ICN staff Lori Larsen, Darcy Pech, Dana Richardson and Mike Van Haaften for organizing the events and representing the ICN. Due to the success of the Roadshows, the ICN will host two additional healthcare shows in the Spring to take place in Burlington and Sioux City, Iowa. Similar events are being planned for October 2019 as part of Cyber Security month and will include all ICN customers as opposed to solely Healthcare customers.

**COMMENTS:**

*Chair Bruner: Our partner, Pratum, displayed on the screen a customer’s computer and then also a hacker’s computer. Attendees could see how the hacker could take over the other computer to the point where they could change things. Pratum was actually doing this online as we were watching. It was one of the better demonstrations for those that get caught up in phishing. It was really eye opening. You can’t walk away from that without realizing how serious it is. It was a really well done demo.*

- **Engineering/Operations Update – Scott Pappan**

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The Engineering and Operations division has been working on several strategic projects: core upgrade, power upgrade, Public Safety Time-Division Multiplexing (TDM) over Ethernet project, 911 multi-node call handling platform, the hospital network, the Virtual Machine (VM) server storage platform and MVS.

The Power foundation is being enhanced not only for current services but also future services. ICN is in the process of replacing all batteries and rectifiers for the entire network core. The project should be completed in December 2018 or January 2019.

Newton is the key location between JFHQ and Tiffin. The Newton location is important because it secures the core, guarantees stability and removes older technology. Customers have been notified of the upcoming cutover. The cut and network services will be transferred to the new facility as of December 9, 2018.

The core project will follow the power project. The power project upgrades the locations so that old equipment can be replaced. The Lucas, JFHQ and Boone locations are currently running at 100 gb. Upgrades and maintenance windows to move data traffic onto the 100 gb routes are scheduled for every Tuesday and Thursday.

New equipment has now been installed in Creston and Denison allowing traffic to be moved onto those two locations. After the holiday freeze for Thanksgiving, Council Bluffs will also be made available. A 100 gb ring would then be available for the southwest corner of the state.

Two 911 projects are being completed. The ICN is building a new TDM over Ethernet network to connect all of the 911 wireline services for the state of Iowa. The multi-node call handling platform will take all hosted 911 traffic and move it to the Public Service Answering Points (PSAPs), reducing the cost for HSEMD. The hosted project should be completed by mid-2019.

ICN is also working to complete the IRHTP hospital upgrade. Once the network design is completed, preparation and programming can begin for the edge equipment. The IRHTP upgrade is scheduled to be completed by September 2019.

The MVS project is nearing completion.

### COMMENTS:

NONE.

- **Other Business:**

- **Legislative Update – Mark Johnson**

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ICN has not received feedback from the Governor's office regarding the legislative proposal submitted following Commission approval at the October ITTC meeting.

Republicans retained control of both the House and Senate chambers, now having a 54-46 majority in the house and a 32-18 majority in the Senate. Many of the legislators that the ICN has worked with over the past years will return to the legislature. Notable upsets did occur but not with legislators that the ICN has dealt with on a regular basis.

Auditor Mosiman was unsuccessful in her election bid so she will be serving her last couple of meetings.

### COMMENTS:

*Auditor Mosiman: This will be my last in-person meeting so I will say thank you everyone. It has been an honor.*

*Chair Bruner: It has been an honor for us.*

#### ○ **Governor's Budget Hearing – Phil Groner**

The ICN presented at the annual Governor's Budget Hearing on November 15. The ICN discussed the FY 2020 and 2021 budget requests with the following highlights:

- ICN did not ask for appropriations from the legislature. The ICN will continue to operate with the changes being implemented, projected increased revenue and operational efficiencies.
- Cost savings and rate cuts for internet with education and government users.
- MVS cost savings offered to state agencies and other customers.
- 911 program cost savings of over \$1 million for HSEMD each year.
- Public private partnerships specifically partnerships with private sector telephone companies.

### COMMENTS:

*NONE.*

#### ○ **ITTC Committee Update – Staff/Commission**

##### *Finance Committee – Deb Evans*

The committee met on Friday, November 9 with Chair Bruner and Commissioner Holz in attendance. The Committee discussed the following items:

- the budget to actual
- the top 10 contract spends
- contract spending as it relates to services overall

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### Personnel Committee – Mark Johnson

The Personnel committee did not meet in November. There were no significant personnel issues to be discussed. The committee plans to discuss the current agency vacancies at the next meeting in December.

### Customer and Services Committee – Randy Goddard

The Customer and Services Committee met on Wednesday, November 14. Commissioner Holz was in attendance. Commissioner Lange was unable to attend due to illness. The Committee discussed the following:

- Two requests received from users that were not presently ICN customers.
- No Request for Waiver of Network Use by Certified Users were received.
- No additional services were added during the month of October. However, Internet pricing is continuously being monitored as well as the cost of providing the service, competitor pricing, benefits of the product, existing contracts and the impact of revenue on the overall budget.
- ICN completed four conferences in October.
- Continue to work on adding new customers to MVS.
- Continue to grow the Public Safety service.
- Working with CTL on MVS to build the service out to the education community.
- Difference between ICN and the OCIO including legislative code, leadership, and using the open systems interconnection model and the technological differences.

#### **COMMENTS:**

*NONE.*

#### ○ **Additional Comments – Staff/Commission**

The ICN plans to provide a letter of “Intent to Renew” to Fiber Network Services (FNS), the Network Managed Service provider. Pursuant to the contract, the ICN is required to provide no less than a 12 month notice. ICN is requesting that the parties begin to exchange information on January 2, 2019 to start the process.

#### **COMMENTS:**

*Chair Bruner: So we are just basically notifying FNS?*

*Deb Evans: In the contract it says that we are required to send them a letter of renewal at which time the negotiations for changes can begin.*

*Chair Bruner: So it starts the process.*

*Deb Evans: Yes.*

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*Phil Groner: Late yesterday afternoon the Governor's office sent out a list of appointments to Boards and Commissions. Included in that was an appointment for the vacant ITTC position. We are very pleased that the Governor's office made that appointment. There is a clarification that we have reached out to the Governor's office on. We want to confirm before we engage with the new Commissioner. Once we have that confirmation back, we will of course be able to tell the Commission of that appointment as well as the next steps.*

- **Public Comment:**

NONE.

- **Adjournment:**

Commissioner Holz moved that the meeting be adjourned. The ITTC meeting adjourned at 11:05 a.m.

**ATTESTED TO:**

**Richard Bruner - Chair, Iowa Telecommunications and Technology Commission**

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